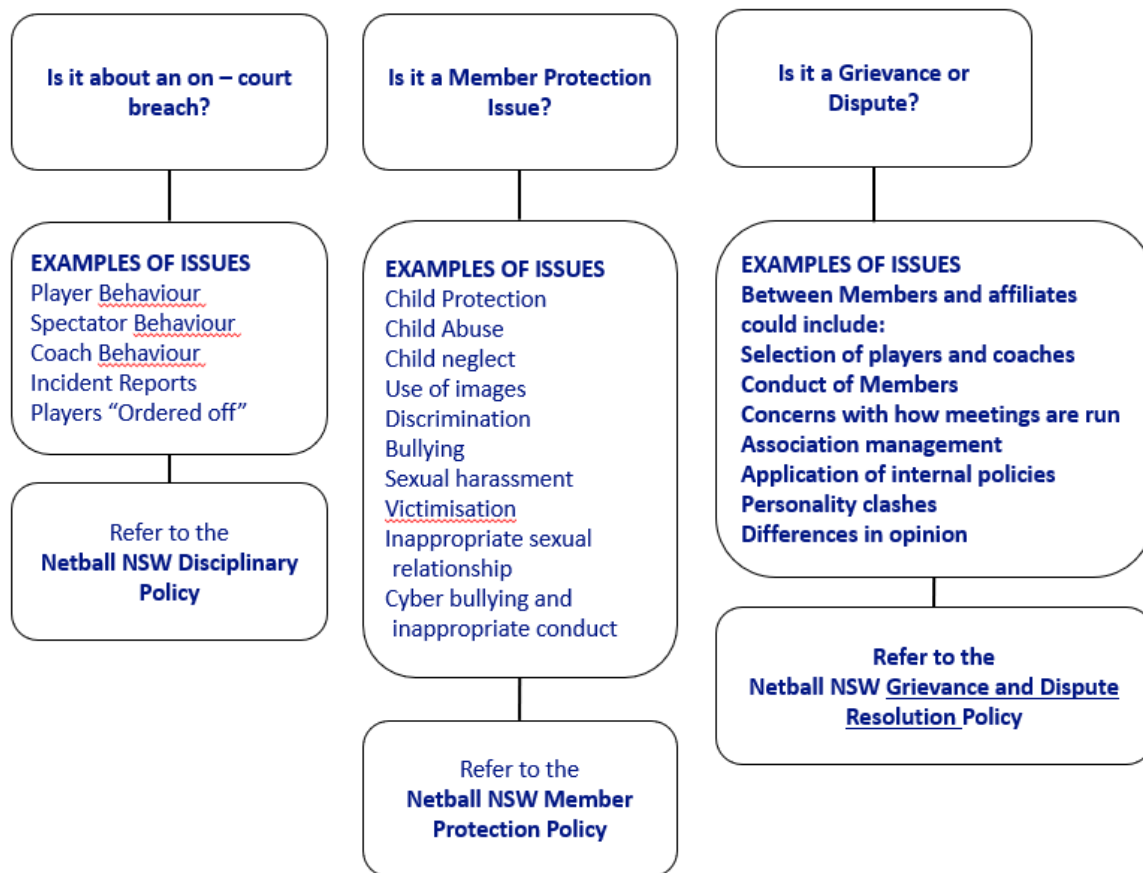


# Grievance and Dispute Resolution

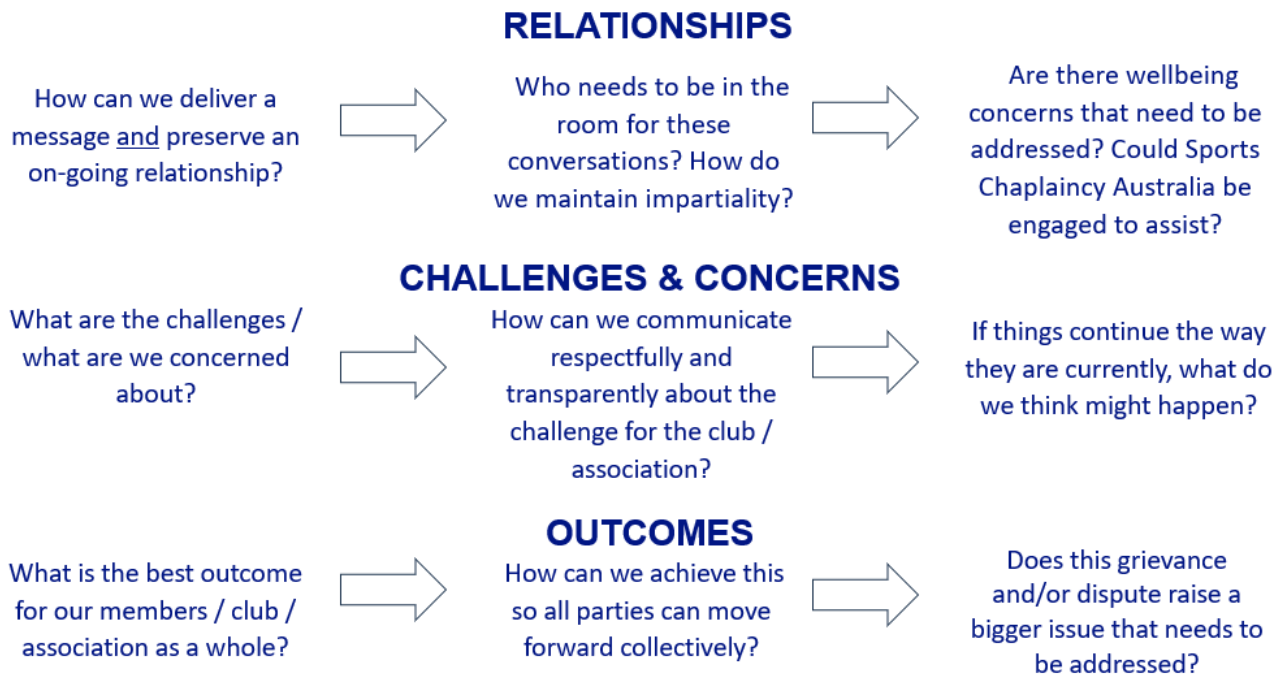
## What type of complaint are you dealing with?



## Non-Negotiables when dealing with a complaint

- Use respectful & effective communication.
- Maintain confidentiality.
- Act within the spirit of the game.
- Abide by NNSW policy frameworks. [Netball NSW Grievance and Dispute Policy](#)
- Address minor issues immediately so they do not escalate.

## Important things to consider



## The Process

- Discuss the issues and try and resolve the problem directly.
- Invite all parties to have a support person present.
- Clearly communicate expectations around behaviour.
- Provide all parties with an opportunity to be heard.
- Outline that this not a formal process - it is an opportunity to work together to reach a mutually beneficial outcome.

## Proactive Steps

- Ensure Association policies are up to date and available for all.
- Outline how issues will be managed.
- Create positive relationships with team contacts or managers.
- Use team contacts or managers to influence and manage their people.
- Regularly communicate the [NNSW Codes of Behaviour policy](#).
- Address minor issues immediately so they do not escalate.

## Further Resources

Link to [Netball NSW Policies](#)

### Netball NSW Policy & Member Protection Support

[policy@netballnsw.com](mailto:policy@netballnsw.com)

02 9951 5000

### Play By The Rules

Complaints Handling – Meeting with the Parties

<https://www.playbytherules.net.au/complaints-handling/meeting-with-the-parties>

### Community Justice Centres

<https://www.cjc.justice.nsw.gov.au/>

### Office of Sport

Complaints and Grievances

<https://www.sport.nsw.gov.au/running-your-club/safe-and-fair-clubs/complaints-and-grievances>